

**From:** mkm McGuire@mail.ci.lubbock.tx.us  
**To:** 'Chris Morgan'  
**Subject:** RE: Vigilant Gallery  
**Date:** 2019-06-25 08:17  
**Attachments:** RE: Vigilant Gallery.html [\[Save\]](#) [\[Open\]](#)  
image001.png [\[Save\]](#) [\[Open\]](#)  
image002.png [\[Save\]](#) [\[Open\]](#)  
**Creation Date:** 2019-06-25 08:17  
**Store Date:** 2019-06-26 18:51  
**Status:** read  
**Box Type:** sent  
**Folder:** Marian McGuire > Sent Items  
**Message Id:** 1b3eeadeed8686447b288e6dfff2f276c00000000010a#1b3eeadeed8686447b288e6dfff2f276c0003b8b52e18

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*A text version of the message is not available. Please refer to TEXT.htm.*

Will do. I'll work on it and will let you know if I have any questions.

From: Chris Morgan [mailto:[chris.morgan@motorolasolutions.com](mailto:chris.morgan@motorolasolutions.com)]  
Sent: Tuesday, June 25, 2019 8:15 AM  
To: Marian McGuire <[mkmcguire@mail.ci.lubbock.tx.us](mailto:mkmcguire@mail.ci.lubbock.tx.us)>  
Subject: Re: Vigilant Gallery

Not sure and can't check because we are training in NY.

The best way to check is to pull up one of your users and check.

I pulled up your account and it was set up properly.

Go to User Management, Edit User to view it.

[image.png]

Thanks,

Chris

[photo]

Chris MOrgan, Lieutenant, Long Beach Police Department, Ret.  
Manager, Customer Training and Development

Vigilant Solutions

m: 512.7559006  
e:[Chris.Morgan@VigilantSolutions.com](mailto:Chris.Morgan@VigilantSolutions.com)

[photo]

On Tue, Jun 25, 2019 at 8:11 AM Marian McGuire <  
mkmcguire@mail.ci.lubbock.tx.us <mailto:mkmcguire@mail.ci.lubbock.tx.us>>  
wrote:

Are the instructions written someplace? Are they in one of the manuals  
you sent during the Admin training?

From: Chris Morgan [mailto:chris.morgan@motorolasolutions.com  
<mailto:chris.morgan@motorolasolutions.com> ]  
Sent: Tuesday, June 25, 2019 8:09 AM  
To: Bailea Coffel <BCoffel@mail.ci.lubbock.tx.us  
<mailto:BCoffel@mail.ci.lubbock.tx.us>>; Marian McGuire <  
mkmcguire@mail.ci.lubbock.tx.us <mailto:mkmcguire@mail.ci.lubbock.tx.us>  
>  
Subject: Re: Vigilant Gallery

I checked your account and access to the databases was not enabled. I  
enabled it for you.

Marian- You may need to enable your FR databases for all of your users.  
It may not have been applied.

If you need help with this, please let me know.

Thanks,

Chris

[photo]

Chris MOrgan, Lieutenant, Long Beach Police Department, Ret.  
Manager, Customer Training and Development

Vigilant Solutions

m: 512.7559006  
e:Chris.Morgan@VigilantSolutions.com

[photo]

On Mon, Jun 24, 2019 at 3:21 PM Bailea Coffel <  
BCoffel@mail.ci.lubbock.tx.us <mailto:BCoffel@mail.ci.lubbock.tx.us> >  
wrote:

Good afternoon!

I've had multiple requests for facial recognition today and when I go into the facial recognition link, I'm seeing "no gallery available", "no state/region available", "no metro area available", and "no county available".

I was wondering if you could help me with this.

I called the customer service line but was sent to a voicemail with a full mailbox.

Thanks in advance!

[Email Signature Snip]

WARNING: This message was sent from outside the City of Lubbock's email system.

It could contain harmful attachments or links to harmful web pages.

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